

# Brookhaven's 451-TOWN Call Center Reaches Milestone with 1,000,000th Call

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**Farmingville, NY** – Farmingville, NY - On Tuesday, January 26 at 2:14 pm, the Town of Brookhaven's 451-TOWN Call Center reached the milestone of 1,000,000 calls since it started operations on September 12, 2007. The 451-TOWN Call Center is the state-of-the-art constituent response system that enables residents to utilize one phone number to access non-emergency government information and services. The 1,000,000th call was from a Stony Brook resident who asked for a recycling schedule and magnet. Pictured standing are Supervisor Ed Romaine and Call Center Supervisor Lisa Schneider. Seated is Call Center Agent Joan Holomshek, who answered the 1,000,000th call.

Supervisor Romaine said, "451-TOWN is successful because of the dedication and professionalism of our staff. Hundreds of calls come in each day and our agents provide the highest level of constituent service every time. For most residents, our agents are their first and only contact with local government. Their work is very important here at Town Hall and I applaud their efforts."

The 451-TOWN (8696) Call Center operates Monday through Friday (except holidays) from 9:00 a.m. to 4:30 p.m. They handle a wide range of constituent calls, including comments and requests for general information as well as specific questions about services such as garbage collection and recycling, public safety, code enforcement, street lighting, highway maintenance, parks, and Town events.

## **Division of Public Information \* Office of the Supervisor**

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